License Updates

CONDUENT

Conduent
Government Healthcare Solutions
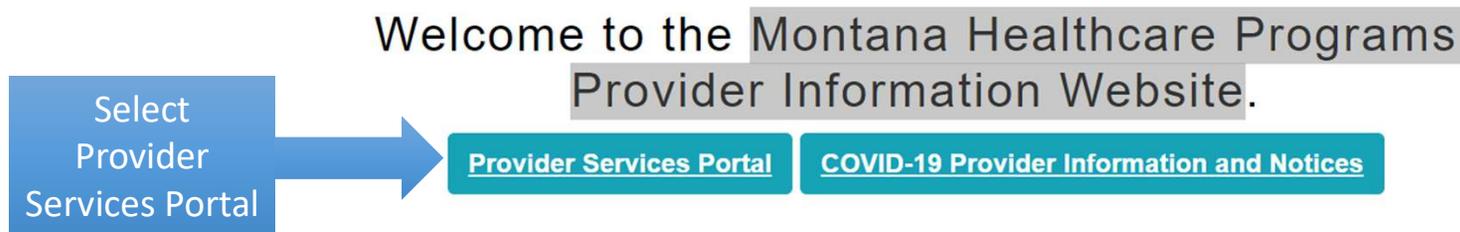**February 2026**

Roll Call

- We want to get to know our Community

- Your name

- The name of your company

- Who are your representing

Registering for the MPATH Portal

Accessing the Self-Service Portal

To begin, access the Provider Self Service portal by navigating to the Montana Healthcare Programs Provider Information Website https://medicaidprovider.mt.gov

Select Provider Services Portal

Welcome to the Montana Healthcare Programs Provider Information Website.

Provider Services Portal   COVID-19 Provider Information and Notices

You can also access the Self Service portal directly at:

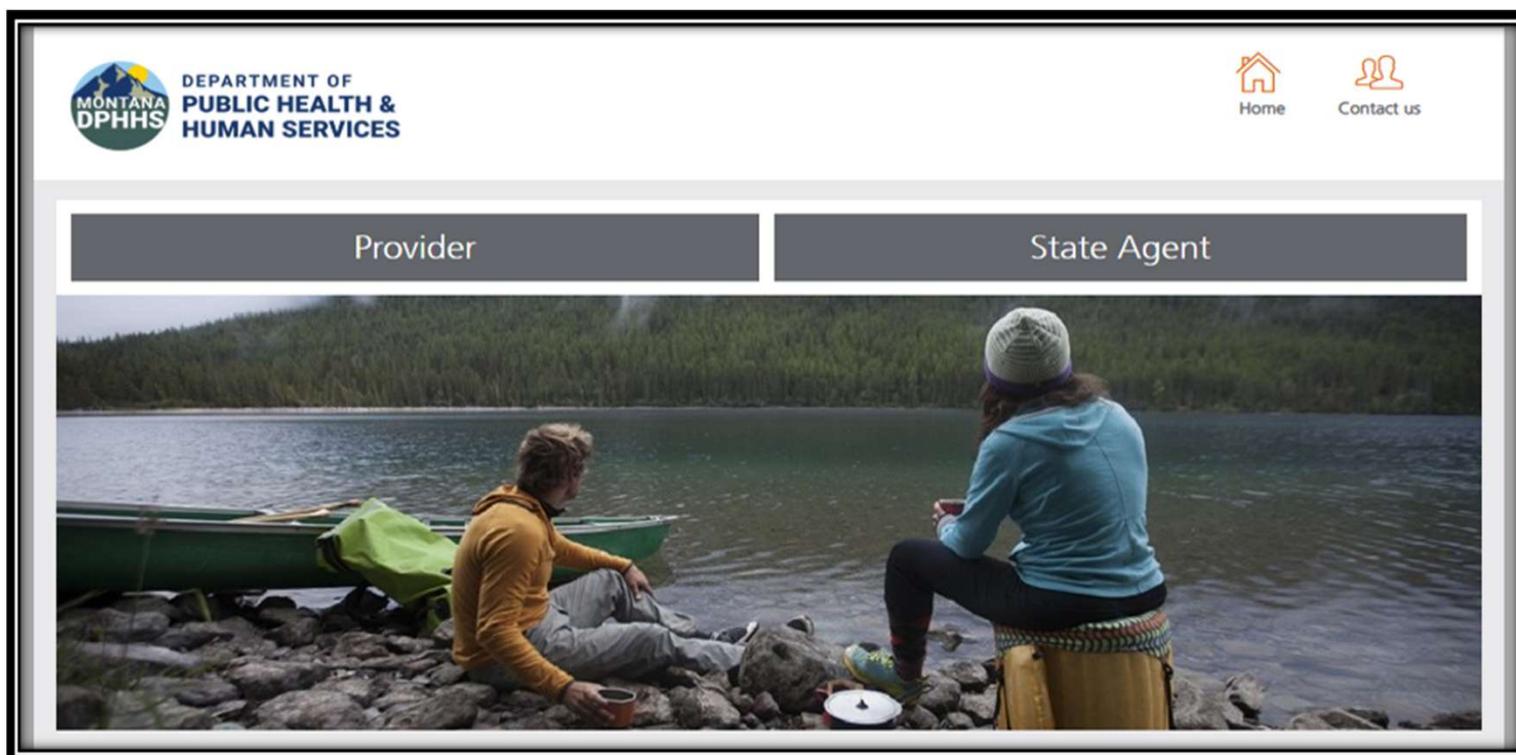https://mtdphhs-provider.optum.com/tpa-ap-web/?navDeepDive=MT_publicHomeDefaultContentMenu

Disclaimer

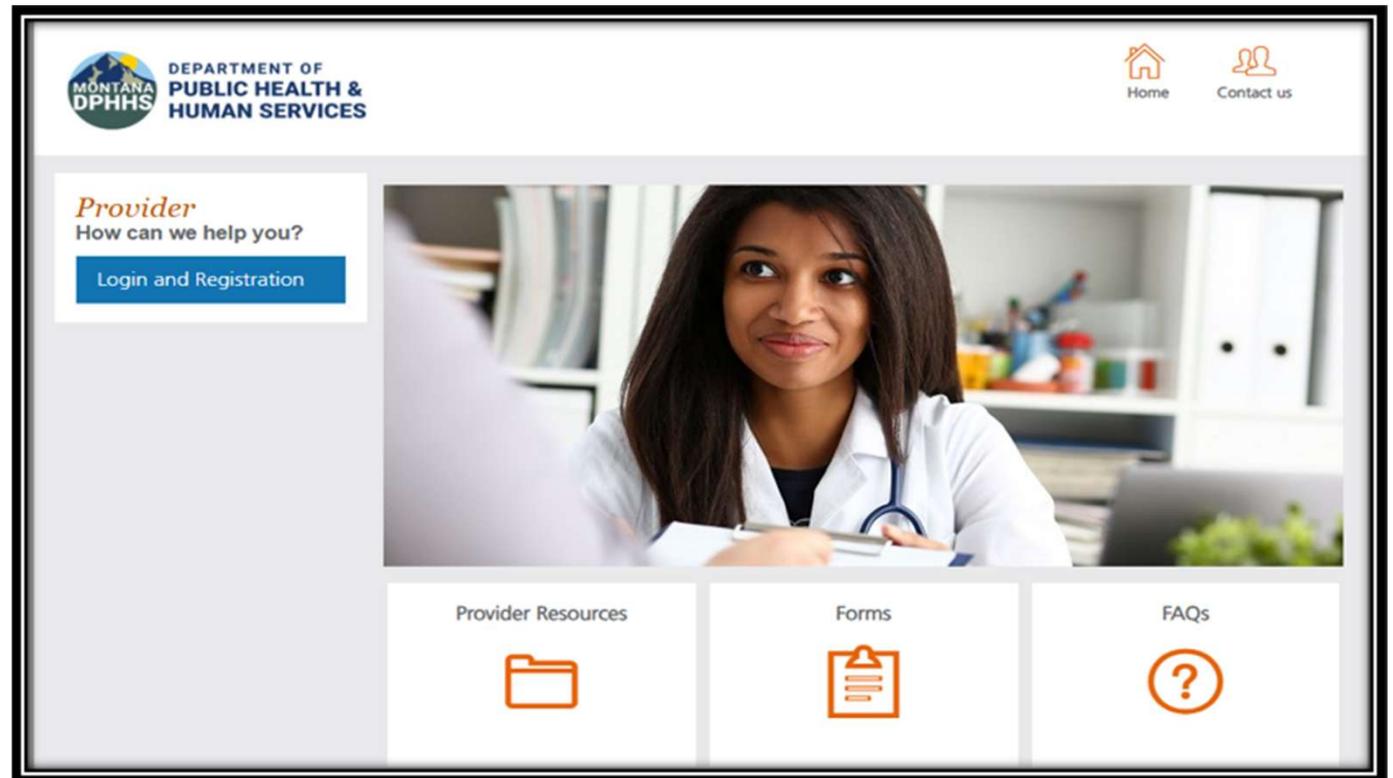Any names, data, or scenarios presented are fictitious.

Accessing the Self-Service Portal

Select Provider

Login and Registration

First time users will need to Register to use the portal

Login and Registration

Sign In With Your Optum GovID

Optum GovID or email address

Password

SIGN IN

Forgot Optum GovID | Forgot Password

Additional options:

Create Optum GovID

Manage your Optum GovID

What is Optum GovID?

Begin by Selecting "Create Optum GovID"

As a security enhancement, we are removing Security questions as an account recovery and authentication method. Users will have the option to use other available methods.

Warning! This system contains U.S Government information. By using this information system, you are consenting to system monitoring for law enforcement and other purposes. Unauthorized or improper use of, or access to, this computer system may subject you to state and federal criminal prosecution and penalties as well as civil penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system.

If you'd like assistance, contact MTPRHelpdesk@conduent.com

Login and Registration

After completing your profile information select "Agree"

Login and Registration

An activation code will be sent to your email

OPTUM | GovID

Access Code Notification

You requested a one-time access code to log into your member account. Please enter the following access code within the next 10 minutes, and click Next:

Your One-Time Access Code: **5114378**

This is an automated email. Please do not reply to this message. If you have any questions, please contact Optum GovID IT Help Desk.

Thank you,
Optum GovID

Next Step: Verify Your Email Address

1. **Check your email inbox** (sam********th@getnada.com) for a message from Optum GovID (noreply@optumgovid.com).

2. Enter the 10-digit activation code.

_____

Still waiting for your activation code? Resend email or update email address

If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

If you'd like assistance, contact support at the Help Desk location found when selecting the Contact Us icon on the portal's Home Page.

Copy the 10-digit activation code in the email and select "Enter the 10-digit activation code".

Login and Registration

Enter the 10-digit activation code and select "Next"

Sign In: Access Code

We've sent you an email to **den*******ik@mt.gov**. Type the code from the message here to verify your identity and sign in. You can bypass this step in the future by checking the box.

Access Code ★

Still waiting for your access code? Resend Email

Check your email for a message from Optum GovID(noreply@optumgovid.com). If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your list of approved senders.

☐ **Skip this step in the future when signing in because this device is personal or private.**

NEXT   Cancel

If you'd like assistance, contact MTPRHelpdesk@conduent.com

Select "Continue"

Email Address Verified

✓ Your Optum GovID is ready to use. Click the Continue button below to finish.

CONTINUE

Login and Registration
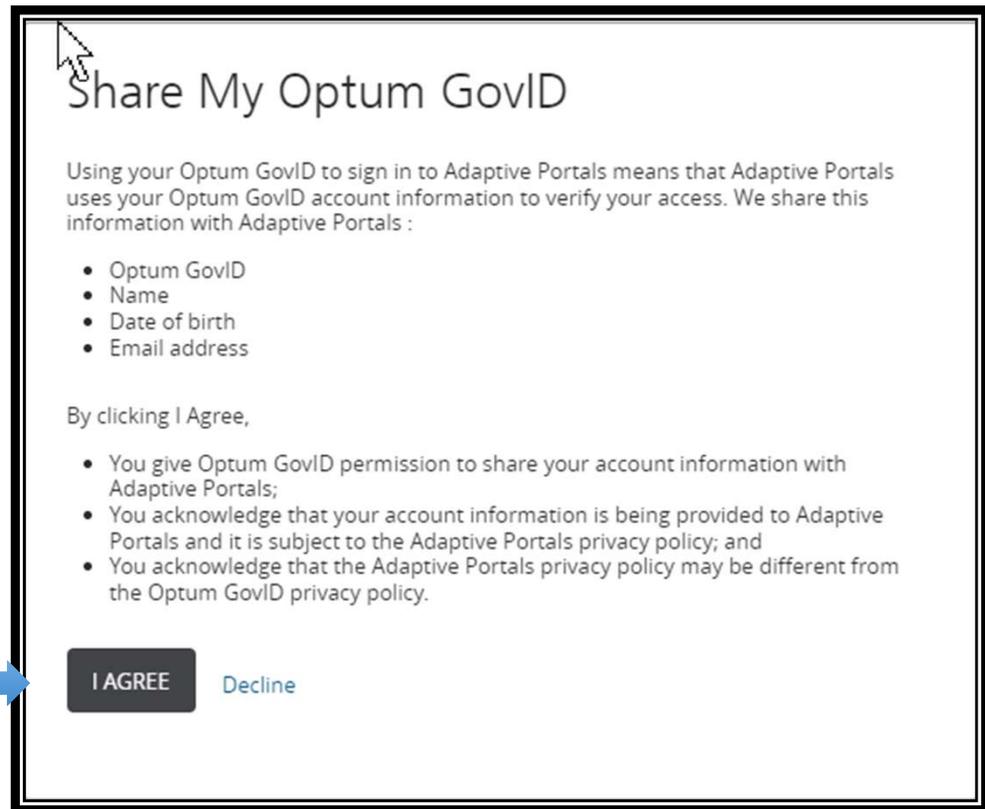
Share My Optum GovID

Using your Optum GovID to sign in to Adaptive Portals means that Adaptive Portals uses your Optum GovID account information to verify your access. We share this information with Adaptive Portals :

- Optum GovID
- Name
- Date of birth
- Email address

By clicking I Agree,

- You give Optum GovID permission to share your account information with Adaptive Portals;
- You acknowledge that your account information is being provided to Adaptive Portals and it is subject to the Adaptive Portals privacy policy; and
- You acknowledge that the Adaptive Portals privacy policy may be different from the Optum GovID privacy policy.

Select "Agree"

I AGREE   Decline

Manage Your Optum Gov ID

Manage Your Optum GovID

Keep your profile up-to-date, change your Optum GovID or password, and manage the options for verifying your identity.

| Update Profile | Sign In Info | Verification Options |

Optum GovID
samanthasmith@getnada.com

Change Password

Current Password

New Password

Your password must have:
- Between 8 and 100 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character

Confirm New Password

[SAVE]   Cancel

If you'd like assistance, contact the Help Desk location found when selecting the Contact Us Icon on the portal's Home Page.

Select the Sign in tab to change password

Be sure to choose Notification Options and select "Save"

Manage Your Optum GovID

Keep your profile up-to-date, change your Optum GovID or password, and manage the options for verifying your identity.

| Update Profile | Sign In Info | Verification Options |

First name
Samantha

Middle name (optional)

Last name
Smith

Suffix (optional)

Prefix (optional)

Date of birth
01-01-2001
mm-dd-yyyy

Home address (optional)

City (optional)

State (optional)
Select

ZIP code (optional)

Language Preferences

Select the language in which you want to receive communications from Optum GovID.

Preferred language
◉ English   ○ Español

Notification Options

Select the notifications you want to receive at your primary email address and by text if you added a phone number to your account.

Failed Login
☐ Email   ☐ Text Message

Successful Login
☐ Email   ☐ Text Message

Account Recovery Attempt
☑ Email   ☐ Text Message

Locked Account
☑ Email   ☐ Text Message

[SAVE]   Cancel

If you'd like assistance, contact the Help Desk location found when selecting the Contact Us Icon on the portal's Home Page.

Manage Your Optum Gov ID

On the Verification Options tab enter your phone number to receive text messages or calls with your verification code in addition to email.

Return to Adaptive Portals

Manage Your Optum GovID

Keep your profile up-to-date, change your Optum GovID or password, and manage the options for verifying your identity.

| Update Profile | Sign In Info | Verification Options |

Optum GovID
samanthasmith@getnada.com

Email address

samanthasmith@getnada.com

Email address is verified.

Secondary email address (optional)

Phone number (optional)

406-402-4022

555-555-5555

Phone communication method
- ● Text messages only
- ○ Phone calls only
- ○ Both text messages and phone calls

Security questions
Security questions can be used if you need to recover your account.

Add or change security questions

SAVE   Cancel

If you'd like assistance, contact the Help Desk location found when selecting the Contact Us icon on the portal's Home Page.

Manage Your Optum GovID

You can elect to verify your mobile number or select "Not now"

The system will navigate users back to the Manage Your Optum GovID.
Select "Return to Adaptive Portals"
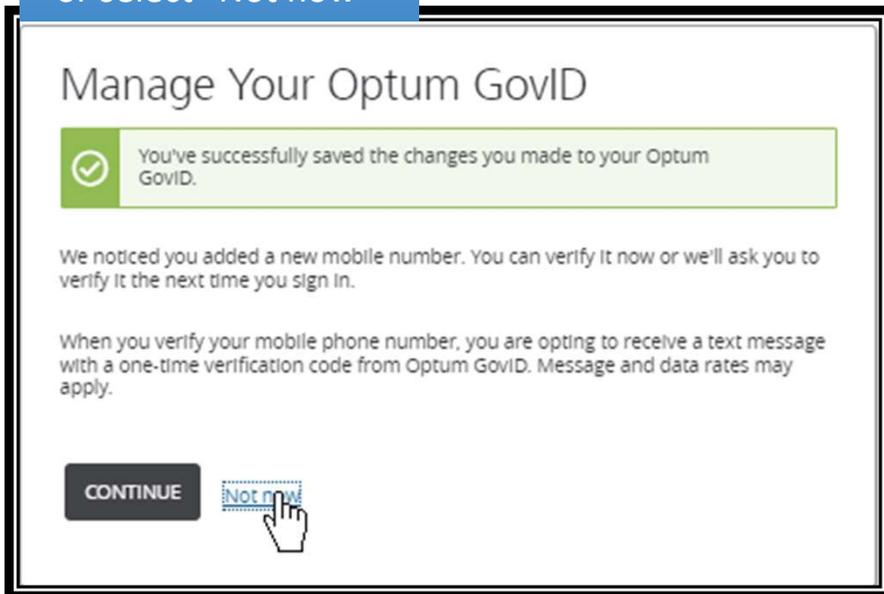
Manage Your Optum GovID

✓ You've successfully saved the changes you made to your Optum GovID.

We noticed you added a new mobile number. You can verify it now or we'll ask you to verify it the next time you sign in.

When you verify your mobile phone number, you are opting to receive a text message with a one-time verification code from Optum GovID. Message and data rates may apply.

CONTINUE   Not now

Return to Adaptive Portals

Manage Your Optum GovID

Keep your profile up-to-date, change your Optum GovID or password, and manage the options for verifying your identity.

| Update Profile | Sign In Info | Verification Options |

Optum GovID
samanthasmith@getnada.com

Email address
samanthasmith@getnada.com
Email address is verified.

Secondary email address (optional)

Registration

On the Entity Tab choose either Provider or Provider Delegate and select "Continue"

Registration

Complete required fields and select "Continue"

Details for Provider Account

Important : If registering with an Organization/Group NPI or API, you will become the Owner/Administrator for that organization/group. If this is incorrect, **do not** proceed with this provider portal registration process.

For additional information on the Provider Portal Registration process:

Quick Tips for Delegates/Office Staff
Quick Tips for Owners/Administrators
Organization and Group Registration User Guide   MT Provider Training Video - New Providers

Note: Fields marked with * are required.

Are you currently an active enrolled provider with the state of Montana?*   ○ Yes   ● No

User:

First Name:	Loma
Last Name:	Romero
Email:	flromero90@gmail.com

Provider:

Are you registering as an Individual Provider?*   ○ Yes   ● No

Provider Name or Organization Name?*   ○ Provider Name   ● Organization Name

Organization Name:*   New Hope Clinic

NPI or API?*
● NPI - National Provider Identifier
○ API - Atypical Provider Identifier
○ Atypical Provider without assigned API

NPI:*   1700208253

Billing or Non-Billing Provider?*   ● Billing   ○ Non-Billing

TIN/FEIN:*   123456789

Note: For Organizations, additional NPIs/APIs can be added after registration.

Continue   Previous   Cancel

Registration

Review for Provider Account

First Name:	Loma
Last Name:	Romero
Email:	flromero90@gmail.com
Individual Provider?	No
Organization Name:	BETANCES CLINICAL CENTER INC
NPI:	1700208253
TIN/FEIN:	123456789

☑ By submitting your registration information, you indicate that you have read and accept our Terms and Conditions and Privacy Policy.

Review the information, select the checkbox and "Submit"

Post Registration

Congratulations you are registered!
On the left you will have the following options:

- Provider Enrollment
- Provider Directory
- Account Administration

License Update

Sign in to the Portal

Next Under my Menu choose

Select Provider Enrollment
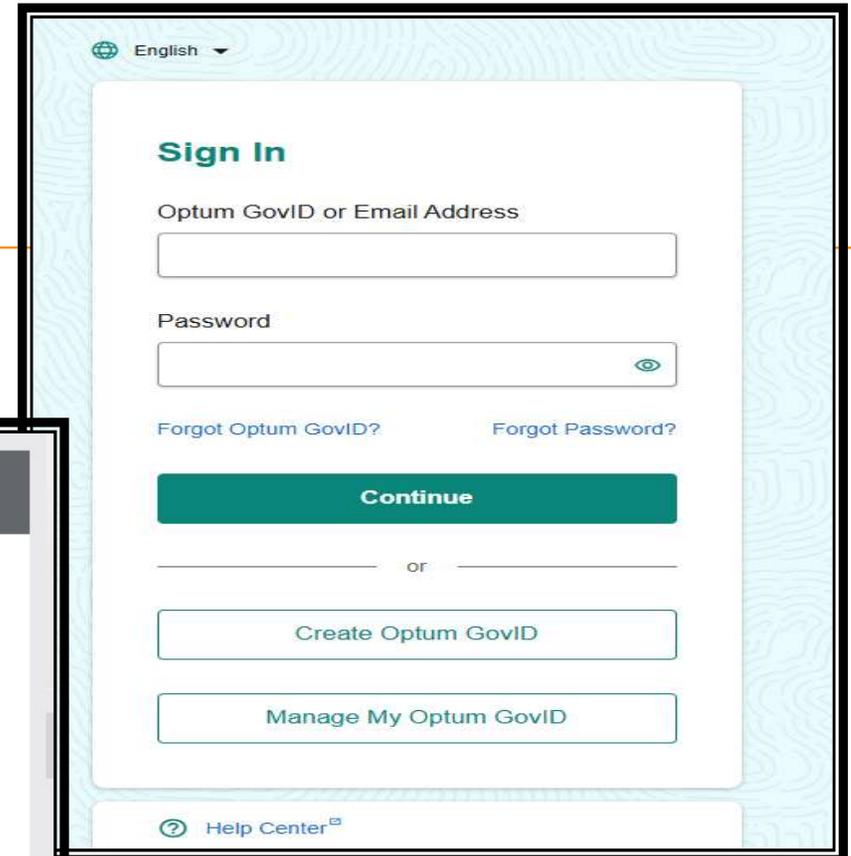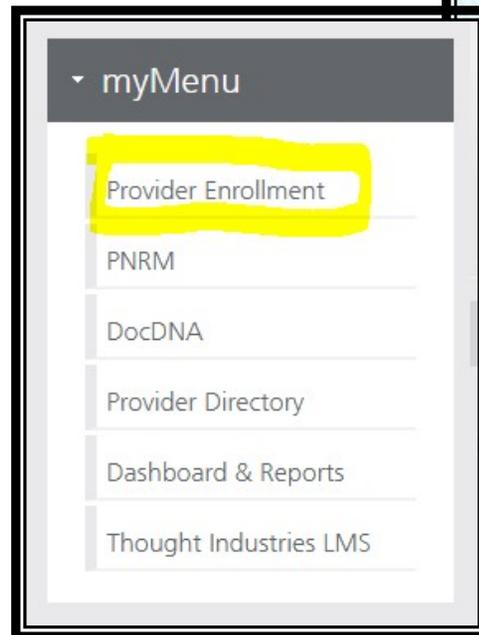
Update

Search the NPI using the fields shown.

Select the radio button for NPI.

Click the Update button on the left menu.

A new Update line will show at the end of your list and click pencil icon.

License Update Continued

- Choose Credentials Tab

License Update Cont.

Add License - A window will open to add details.

Note: License end dates can be extended by clicking the pencil. Only add a license if a new license is required or if there is a gap in coverage.

License Update

- Add Provider Type
- Specialty
- License# with Letters
- State of License
- Issuing Party Identifier
- Effective Date
- Expiration Date
- Save

License Update Cont.

Add License to update by clicking on the blue upload arrow.

An add document window appears, select Browse button

Search for the license on your computer & double click on the document.

License Update Cont.

Once the file is successfully uploaded close the window.
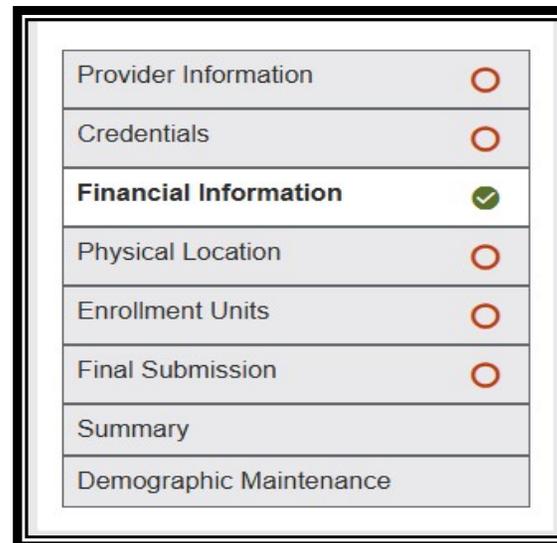
License Update Cont.

- Click Save and Continue

Once completed, each menu

Section will have a green checkmark.

License Update Cont.

- Submit the license update

Tip: Verify that all required documents have been/will be uploaded.

License	Required	⬇ Training example.docx	☐
Medicaid	Optional		☐

Questions?

Need Help?

At the top of each screen is a **User Guide** icon.

When you click on the icon, the user guide will open to the section matching the screen you are on.

Online Resources

Provider Information Website:
https://medicaidprovider.mt.gov

Provider Enrollment Page
Provider Services Module User Guides
Claim Jumper Newsletters
Previous training presentations and videos

Provider Relations Contact Information

Provider Relations Call Center:

(800) 624-3958

Monday through Friday 8am to 5pm MST

General, Claims, TPL, and EDI questions:

MTPRHelpdesk@conduent.com

Enrollment Questions and documents:

MTEnrollment@conduent.com

Note: the Conduent helpdesks cannot accept secured emails or PHI.

Email Assistance MTPRHelpdesk@conduent.com

When emailing the help desk, please provide the following so we can research & submit a help ticket to our Tech Team.

GovID:
Name:
Email registered:
NPI attempting/registered:
Phone number:
A screen shot of the error:

Please allow 2 - 5 business days for a response.

Thank you for the care and support of Montana Healthcare Programs members that you provide!